



Disbursing Clerk 3 & 2

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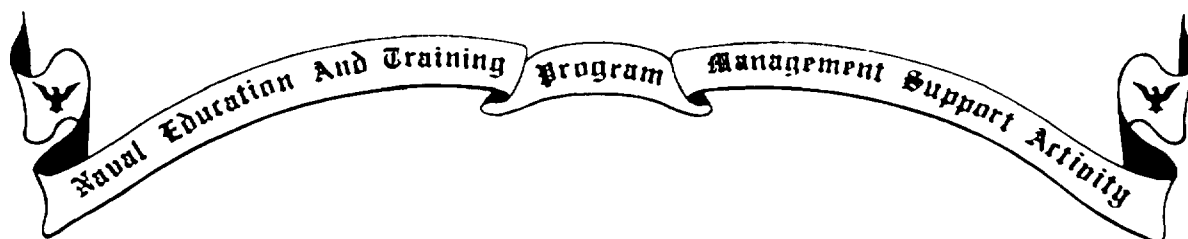


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Although the words "he," "him," and "his" are used sparingly in this manual to enhance communication, they are not intended to be gender driven nor to affront or discriminate against anyone reading this text.

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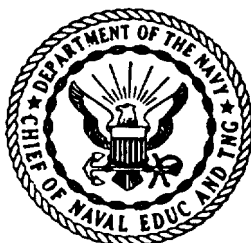
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DISBURSING CLERK

3 & 2

NAVEDTRA 12658



*1992 Edition Prepared by
DKCS Antonio O. Cruz*



PREFACE

This training manual (TRAMAN) and the associated nonresident training course (NRTC) form an individual study package for enlisted personnel of both the Regular Navy and Naval Reserve who are studying for advancement for Disbursing Clerk third class and Disbursing Clerk second class. As indicated by the title, the TRAMAN is based on the occupational standards for the rates of DK3 and DK2, as stated in the *Navy Enlisted Manpower and Personnel Classifications and Occupational Standard* NAVPERS 18068.

The subject areas contained herein are Disbursing Clerk rating; disbursing office; military pay entitlements, deductions, and procedures; maintenance of leave and earnings statements and personal financial record; payments; Naval Reserve, appropriation accounting; travel and transportation; public vouchers; collections; and reports and returns.

The associated NRTC for the TRAMAN provides the usual way of satisfying the requirement for completing the TRAMAN and one of the requirements for advancement exam participation.

The Disbursing Clerk 3&2 TRAMAN and separate NRTC were prepared by the Naval Education and Training Program Management Support Activity, Pensacola, Florida, for the Chief of Naval Education and Training. Technical assistance was provided by the following: Defense Finance and Accounting Service - Washington Center, Washington, DC; Defense Finance and Accounting Service - Cleveland Center, Cleveland, OH; Fleet Accounting and Disbursing Center, U.S. Atlantic Fleet, Norfolk, VA.

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THE UNITED STATES NAVY

GUARDIAN OF OUR COUNTRY

The United States Navy is responsible for maintaining control of the sea and is a ready force on watch at home and overseas, capable of strong action to preserve the peace or of instant offensive action to win in war.

It is upon the maintenance of this control that our country's glorious future depends; the United States Navy exists to make it so.

WE SERVE WITH HONOR

Tradition, valor, and victory are the Navy's heritage from the past. To these may be added dedication, discipline, and vigilance as the watchwords of the present and the future.

At home or on distant stations as we serve with pride, confident in the respect of our country, our shipmates, and our families.

Our responsibilities sober us; our adversities strengthen us.

Service to God and Country is our special privilege. We serve with honor.

THE FUTURE OF THE NAVY

The Navy will always employ new weapons, new techniques, and greater power to protect and defend the United States on the sea, under the sea, and in the air.

Now and in the future, control of the sea gives the United States her greatest advantage for the maintenance of peace and for victory in war.

Mobility, surprise, dispersal, and offensive power are the keynotes of the new Navy. The roots of the Navy lie in a strong belief in the future, in continued dedication to our tasks, and in reflection on our heritage from the past.

Never have our opportunities and our responsibilities been greater.

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CHAPTER 1

THE DISBURSING CLERK

The Disbursing Clerk (DK) is someone who works in a payroll-related field, normally assigned in a disbursing office. As a DK, you will be carrying out a wide range of duties, including maintaining Personal Financial Records (PFRs) and Leave and Earnings Statements (LESs) of military personnel, processing and transmitting pay documents affecting military pay entitlements and deductions, and computing travel allowances and processing claims for reimbursement of travel expenses incurred by military and civilian personnel and their dependents.

This training manual has been prepared to assist you in meeting the professional qualifications for advancement to Disbursing Clerk third and second class. The purpose of this chapter is to acquaint you with the opportunities and challenges available in the DK rating.

THE DISBURSING CLERK RATING

Of the many ratings in the Navy, only a few are primarily involved with providing services directly to personnel. These ratings include AK, DK, DT, HM, LI, LN, MS, NC, PC, PN, RP, SH, SK, and YN.

The DK rating is a people-oriented rating. Hence, customer service is the chief product of the disbursing office. The young man or woman preparing for advancement as a DK is entering one of the most challenging rates the Navy offers today. The Navy's conversion from the manual system to the computerized Joint Uniformed Military Pay System (JUMPS) requires today's DK to be an individual who is adaptable to the very flexible system and who welcomes change and thoroughly enjoys working with people.

As a result of the Navy's effort to improve the efficiency of the military pay system, changes in disbursing procedures occur almost daily. The material presented in this manual was valid as of March 1992. It was impossible to project the

procedures that would be effective a week, a month, or a year from that date. Therefore, it is recommended that the regulatory publications listed in chapter 2 of this manual be used with this training manual.

QUALIFICATIONS

To succeed as a DK, the following are some of the personal qualifications you will need:

- Skill in producing and reading written records accurately and rapidly
- Ability to operate office machines such as typewriters, calculators, and computer-related equipment
- Skill in adding, subtracting, multiplying, and dividing accurately
- Ability to read and understand numerous regulations and instructions

HUMAN RELATIONS

One of the most important traits that the DK must possess is a genuine feeling for people and a sincere desire to help them. In this rating, you will constantly be in direct contact with people: military, dependents, and civilians. The manner in which you present and conduct yourself in dealing with these individuals does much to create, improve, or destroy the image of your rating, your office, your activity, or the naval service.

You must always possess a pleasant manner and give consideration to the individual. During the course of the day, you maybe asked the same questions dozens of times. The point to remember is that each individual is asking the question for the first time, and the reason the information is being sought is that it is important to the individual.

You must also have a kind and sympathetic attitude and convey this feeling to the individual seeking information and assistance. Even if you cannot provide the answer that the individual wants to hear, your attitude will let him or her know that you care and the Navy cares. In addition to being courteous, you must also know your job. No matter how pleasant your manner is, you have not done anybody or the Navy any service if you have given incorrect information. The type of service you provide your shipmates may be the factor that will influence many of them to make the Navy a career.

PERSONAL TRAITS

Many of your duties will involve the personal and private financial affairs of individuals. This means that they and the Navy place special trust in you. As the disbursing officer's assistant, you will have responsibilities relating to the financial transactions the disbursing officer performs. The personal integrity of a DK must be above reproach. You will learn much about the personal and financial affairs of many of your shipmates. Never discuss these affairs with other people unless official business requires it. For the DK, discretion is a matter of professional integrity.

Cleanliness, neatness, and being in the proper uniform are especially important in the disbursing office. Correct personal appearance and military bearing instill pride in the Navy and your job. It also conveys to your customers the assurance that you want to provide service.

CUSTOMER SERVICE

Providing customer service, either directly or indirectly to personnel and to the Navy, is the responsibility of everyone in the Navy.

Think back to some recent contact you have had with one or more of the personal service ratings. How would you rate the service you received? If you worked in one of the personal service ratings or performed service-type duties, how would you want your service to be rated by those you serve?

Have you ever waited in line only to be told when you finally reached the window, "Come back tomorrow. The person who takes care of that is not here today"? Have you ever tried to get a question answered and had the feeling that the person you were talking to resented being bothered? Are you convinced that there are good

reasons (not excuses) for any of these situations? The Chief of Naval Operations and a great many others in the Navy are not convinced.

A person may still be given good service even when it is impossible to provide the desired results. People may ask for things or services to which they are not entitled or you do not have the authority to approve or grant. Service then is the quality of your response rather than whether or not you comply with all of a person's wishes. The "runaround" or "don't bother me" response to the person needing service tells that person that he or she is not important or that person's request or problem is not important.

The effect of bad service is much more lasting than the momentary anger or disgust felt by the recipient. The frustration and resentment it causes stay with the person in the form of general attitudes toward the Navy. On the other hand, good service builds a good attitude in the person even when he or she must be told "no." Good service implies capable, knowledgeable, and interested workers and a naval service that cares about its members.

Completion of the Navy nonresident training course based on the *Navy Customer Service Manual*, NAVEDTRA 10119, is strongly recommended. The training manual and the course contain important and helpful hints for providing good customer service.

USING THE TELEPHONE

Because your office provides services for many individuals, proper use of the telephone will help you get your job done efficiently.

When you answer the phone, speak as clearly as possible by identifying your office or activity, your rank and yourself, followed by the phrase, "May I help you." Avoid trying to get as many words into as little time as possible. Remember that you are not talking to a telephone, but to a person through the telephone.

Customers do not know that you are busy when they call you on the phone. They cannot see the reason for a delay in answering the phone. It is best to answer the phone and say, "Can you hold please?" or better yet, to ask if you can return the call rather than to have a customer waiting on the phone for a long period of time.

When you are taking calls for others and the person called is absent, always offer to take a message. If given one, write it down while you are talking. Be sure you get all details correct, especially the name and telephone number of the

caller. Even if no message is given, make a note about the call. As soon as you hang up, place the note where the person for whom it is intended will be sure to see it.

When the person called is out, it is often a good idea to say, "Perhaps I could help you." Even if it develops that you cannot help, the caller will appreciate your good will. As you learn more about your duties, there will be more and more times when you can answer a question and save a second call.

COUNTER SECTION CLERK

The disbursing office is a place of business and you are there to give service in an intelligent and courteous manner. When providing counter service, remember that the first impression is a lasting impression. Customer impressions of you usually extend to the entire office.

The first thing the customer notices and uses in forming an impression is appearance. As discussed earlier, you should present not only a correct but also a neat appearance. Appearance indicates your attitude and your pride to the customer. If your appearance tells the customer that you do not care about yourself, the customer has reason to believe that the service you provide will show the same lack of concern.

Before you answer any inquiry about pay, you must first determine whether the inquiry concerns general pay information or private and personal pay accounts of an individual. You may furnish general pay information to any person who contacts your office. For example, if you receive an inquiry from someone who wants to know the basic pay of a second class petty officer with 4 years of service, you can furnish this information from the pay table in your office. The pay tables are made up from the public laws passed by Congress and, as such, are public knowledge.

Personal pay information on an individual's pay account may be given only to the individual himself or herself, or to individuals you can identify who are conducting official Navy business. This rule is established for the protection of the private rights of your shipmates and you must not violate this rule. It applies whether you are answering inquiries made in person, in writing, or by telephone.

Again, personal pay information of individuals is of a confidential nature. This means that the information is for the use of the private individual concerned or for the use of persons conducting official Navy business. This is not the

same thing as the Confidential category of classified information. On rare occasions, pay information can be classified information. In which case, you should handle it following the *Department of the Navy Information and Personnel Security Program Regulation*, OP-NAVINST 5510.1.

Because of the nature of disbursing work, you will learn much about your shipmates' private affairs and they may even consult you about their financial problems. Make sure you maintain the personal integrity that their trust and confidence demands. When you are uncertain whether or not a request for personal pay information should be answered by you, refer it to your chief or disbursing officer.

In connection with pay information, you must also protect the personal responsibility of your disbursing officer concerning his or her financial accountability. No one maybe given access to the disbursing officer's records and accounts without his or her consent.

When the officers or senior petty officers you work for leave the office, remember what they tell you about where they are going and when they expect to return. Write down telephone numbers where they may be reached. Sometimes it may be necessary for you to remind them to give you this information. If you cannot handle a visitor's request in the absence of your seniors, be sure to write down the visitor's name, telephone number, or where the visitor can be reached, and the request. If the matter is urgent, make every effort to put the visitor in contact with your seniors. Lastly, do not forget to give your seniors the messages visitors have left for them.

DUTY ASSIGNMENTS AND CHALLENGES

The Navy offers DKs many challenging opportunities with respect to duty choices.

TYPES OF DUTIES OR BILLETS

At sea, billets are normally available on all types of ships having complements of 250 or more crew members. Some sea duty disbursing billets are located ashore overseas, as well as in Alaska and several United States territories.

Ashore in the United States and Hawaii, disbursing billets are available at the Defense Finance and Accounting Service (DFAS)-Cleveland Center, fleet accounting and disbursing

centers (FAADCs), personnel support activities (PSAs), and personnel support activity detachments (PSDs).

The Navy also offers opportunities in other areas, such as human goals billets, instructor billets, and many other challenging billets outside the DK rating. Openings are available as they occur. In some instances, special qualifications are required.

CAREER DEVELOPMENT

Career development is defined as a process that provides for the functional growth of the technical, administrative, and leadership skills required of Navy petty officers. Since career development is important to all DKs, it is essential that all DKs be able to plot meaningful career patterns for themselves.

The traditional backbone of enlisted career development has been formal school programs. While the importance of this type of training cannot be overemphasized, it should not be viewed as a cure-all approach to career development. A timely mixture of both formal training and practical experience is needed for the growth of high-quality DKs. This is necessary to effectively meet the real world responsibilities of the DK rating.

All personnel should plan their careers so that prior experience, education, and career goals are used to the best advantage. To fulfill this goal, career planning should be flexible.

DKs should seek duties that will enhance their Navy career experiences. This means that duties should normally be alternated or varied as opposed to following single job or type of duty station. For example, independent duty aboard

a small ship provides a young DK3 or DK2 with the opportunity to gain work experience in every area of disbursing even though the volume of work is normally less. The same DK3 or DK2 on board a larger ship or disbursing office ashore may have actual work experience in only one area of disbursing and normally have greater depth of knowledge in that one area than a DK on independent duty.

Alternated or varied types of duty are a springboard to job enrichment provided the individual adds other career experiences as the individual goes up the promotion ladder.

SUMMARY

In this chapter, we have attempted to familiarize you with the general requirements of the DK rating. We made you aware of the duties and responsibilities when responding to customer service inquiries. We also discussed the challenging opportunities with respect to duty choices.

As you carry on through this training manual, you will see the importance of the DK rating and the impact it has on crew morale.

REFERENCES

Department of the Navy Information and Personnel Security Program Regulation, OPNAVINST 5510.1H, Chief of Naval Operations, Washington, DC, 1988.

Navy Customer Service Manual, NAVED-TRA 10119.B1, Naval Education and Training Command, Pensacola, Florida, 1988.